



DEPARTMENT OF THE NAVY  
PERSONNEL SUPPORT ACTIVITY  
937 NORTH HARBOR DRIVE  
SAN DIEGO, CALIFORNIA 92132-5190

PERSUPPACTSANDIEGOINST 7220.5C  
Code 70  
16 June 1994

PERSUPPACT SAN DIEGO INSTRUCTION 7220.5C

Subj: TRAVEL CLAIM PROCESSING FOR PCS, TEMADD (TAD/TDY) AND  
TRAVEL CLAIMS FOR AT/ADT (ACDUTRA)

Ref: (a) NAVCOMPTINST 4650.8  
(b) NAVCOMPT Manual Vol III Para 032106

Encl: (1) Sample TEMADD Handout: What You'll Need For Your  
Travel Claim (PSASD Form 4650/9 (10-87))  
(2) Fraud, Waste, and Abuse Desk Guide (PSASD Form 5370/1  
(6-84))  
(3) PSASD Form 1070/14 (New 2/85)  
(4) Travel Claim Processing Work Flow Chart

1. Purpose. To establish policy, responsibility and accountability procedures and reporting requirements in administering travel claims submitted by military and civilian employees to any of the Personnel Support Activity Detachments (PERSUPPDET's) under the cognizance of the Personnel Support Activity San Diego (PERSUPPACT) network. This instruction is a complete revision and should be read in its entirety.

2. Cancellation. PERSUPPACTSANDIEGOINST 7220.5B.

3. Background. Reference (a) states that the Disbursing Division of Personnel Support Activity Detachments (PERSUPPDET's) shall process all claims for pay, allowances and travel of Naval reservists on active duty for training (AT/ADT), military and civilian travel claims, and military and civilian travel advances. It further regulates certain interface functions (tasks) to be performed by the PERSUPPDET and the customer command. These interface functions are enumerated below for convenience:

a. Customer Command

(1) Prepare all TEMADD orders. When Service Record and/or Personal Financial Record (PFR) is required to accompany member, deliver orders to PERSUPPDET for appropriate service record entries and preparation of NAVCOMPT 3067/SDS event.

(2) Establish a system to ensure that travel claims are prepared and submitted within ten days of completion of TEMADD.

(3) Upon completion of TEMADD, assist member in completing travel claim (DD 1351-2) prior to submission to PERSUPPDET for settlement.

(7) Ensure sufficient DK's are trained as backups to ensure travel claims are processed expeditiously. Notify the executive officer whenever there is a seven-day backlog so there is sufficient time to seek alternatives to ensure the ten-day standard is not exceeded.

4. Information. In 1992 PERSUPPACT San Diego processed 240,000 travel claims. This number is continuing to increase. Reference (a) requires travel claims to be processed within ten working days. Because of the volume involved, finite administrative and internal control procedures must be established to ensure expeditious and accurate payments to customers.

5. Policy.

a. PERSUPPDET's in the PERSUPPACT San Diego network shall process travel claims within ten working days in accordance with reference (a). The commanding officer shall be advised when this standard cannot be met. Travel claims received for processing/settlement shall be time-date stamped on the original DD 1351-2 on the day received at the PERSUPPDET. This day will be counted as day one.

b. All travel claims shall be submitted to the servicing PERSUPPDET via the command's travel/OPTAR administrator (i.e., comptroller, supply officer, administrative officer, etc.) in accordance with reference (b). They are not to be accepted over the counter from individual customers.

c. PERSUPPDET deputy disbursing officers shall forward all settled/processed claims back to customer command's travel/OPTAR administrator only. They will not be handed out to individual customers at the PERSUPPDET counter. If customers commands have not picked up their processed claims/checks within two working days, mail them to that individual command's Travel/OPTAR administrator via regular mail.

6. Responsibility.

a. Director, Military Pay (Code 70) PERSUPPACT San Diego. The Director, Military Pay, PERSUPPACT San Diego is the overall responsible authority for the efficient administration of travel claims and travel advances.

b. Disbursing Officer (Code 71), PERSUPPACT San Diego. The PERSUPPACT San Diego Disbursing Officer is the individual accountable for all disbursements made in connection with travel and travel claims. Not only does the disbursing officer have the

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authority, but also the responsibility to question, require proof of expenditures, and require certification of reasonableness of expense from any customer commands prior to settling a claim or paying money. Suspicion of any fraudulent claim shall be promptly referred to the Naval Investigative Service (NIS) by PERSUPPACT as a matter of routine, without notification to customer command commanding officer, to protect the fiscal integrity of PERSUPPACT San Diego's disbursing operation.

c. PERSUPPDET Officer in Charge (OIC). PERSUPPDET OIC's are responsible to the Commanding Officer, PERSUPPACT San Diego, to ensure that all travel claims are settled/processed within ten working days time frame required by reference (a). To aid in settling/processing claims within ten working days, ensure each traveler has checked their claim for completeness, using enclosure (1) as a guide. The commanding officer shall be notified immediately if this standard cannot be met. OIC's shall ensure positive control and tracking of every claim submitted. Meticulous records, logs, reports and statistics shall be kept in accordance with the procedures herein. All travel/per diem advances will be paid upon request in accordance with reference (a).

#### 7. Procedures.

a. All PERSUPPDET's shall process accepted travel claims within ten working days. Any travel claim received that is unacceptable, i.e., missing endorsements, receipts, or is returned to traveler's commanding officer for certification or reasonableness, etc., shall be rejected within ten working days after receipt and a new ten day cycle will commence upon resubmission. A processed travel claim means that:

(1) The claim and check, if applicable, is available for the customer command to pick up at the detachment by the tenth working day after receipt. This is considered a settled claim.

(2) The finished claim has a "zero" balance. This is considered a settled claim.

(3) The claim requires a collection action. A claim requiring a collection action shall be processed and letter notification to the member of amount due mailed within ten working days of receipt of claim.

b. All PERSUPPDET's shall keep a meticulous log of all received travel claims within the minimum required data logged as required. All logs will be perused during command inspections

f. Collections. During settlement of a travel claim, if it has been determined that the traveler received an excess travel advance, he/she will be notified by letter with a copy to the traveler's commanding officer, to refund the excess within fifteen days. If the refund is not received within the allotted fifteen days, or the traveler's commanding officer has not notified the deputy disbursing officer in writing of extenuating circumstances within the allotted fifteen days, the traveler's pay shall be immediately checked with a one-time checkage; no exceptions are authorized. One-time checkage for military personnel will be deducted over four paydays as allowed by the Pay Personnel Manual (PAYPERSMAN). No such provision is provided for civilian personnel. Collections from civilian travelers must be deducted/set off from salary in total in the employee's next payroll period. Regulations prohibit the collections of excess travel advances through the liquidation (extended) process for both military and civilian.

g. PCS Travel Claims. PCS travel claims shall be submitted by all individuals reporting for duty during the check-in process with the servicing PERSUPPDET and will include dependent travel where applicable. Military Pay personnel shall not accept member's PFR until all receipt documents, including the appropriate travel claims, are received. Personnel whose travel claim indicates travel by privately owned vehicle (POV) and previous duty station was outside the geographical area shall be required to complete block 9 of DD 1351-2.

h. Fraudulent Claims. All OIC's shall immediately refer suspected fraudulent claims to PERSUPPACT San Diego without referral to the commanding officer involved. Such referral will be under the signature of the OIC. Enclosure (2) is a desk guide to be utilized during review of travel claims. Claims referred to NIS shall be under the signature of the executive officer. The Director of Internal Review shall be kept fully informed of all claims referred to NIS.

i. AT/ADT (ACDUTRA) Travel Claim. Travel performed with AT/ADT is an integral part of travel claim administration. Although travel claims for AT/ADT are usually settled on the same voucher covering AT/ADT pay, they must be counted as a separate travel claims transaction.

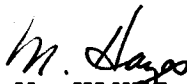
j. Questionable Entitlements. Those claims in which specific items of entitlement/necessary documentation is questioned by the voucher examiner will be referred to PERSUPPACT Disbursing Officer via lead voucher examiner. The authority to direct/deny a payment or waiver documentation rests solely with PERSUPPACT Disbursing Officer and will be in writing. A copy of

that decision will be filed with retain files. OIC's may not direct a payment be made.

k. Signatures on Officer TEMADD Orders. Officer TEMADD orders must be signed by the commanding officer, deputy commander, or officer acting in the absence of the commanding officer. Orders signed "by direction" are not competent orders and may not be accepted for settlement or for the payment of an advance.

l. Claims for Reimbursement for Expenditures on Official Business (Standard Form 1164). Claims for reimbursement for miscellaneous expenditures on official business submitted on SF-1164 will be processed in the same manner as regular travel claims via the command's central OPTAR/travel administrator. They will not be processed over the counter. They are to be logged, tracked, and available to the customer command within ten days. Prior to processing, the signature of the approving official will be verified to ensure he/she has been properly authorized in writing to approve the claim. Claims approved by other than authorized officials will be returned to the submitting activity.

8. Collision Damage Waiver. Reimbursement of Collision Damage Waiver (CDW) will be routinely denied. If a member indicates that he/she was required to purchase CDW by the car rental company as a separate charge, a copy of travel claims, rental agreement, name of company employee, location of rental outlet, and member's statement of fact will be forwarded to NAVPTO San Diego. NAVPTO San Diego will correspond with the car rental agency to attempt to obtain a refund of CDW charges. OIC's will ensure the member understands that event though we are attempting to obtain a refund, it is not guaranteed and the Navy is not obligated to reimburse him/her.

  
M. HAYES

Distribution:  
PERSUPPACTSANDIEGOINST 5216.1G Lists I and II

## WHAT YOU'LL NEED FOR YOUR TRAVEL CLAIM

When applicable, obtain endorsement(s) certifying non-availability of Government Quarters/Messing at TAD/TDY locations (Important - only the Commander (or an authorized representative) of the installation at which the TAD/TDY is performed can make this certification). For overseas travel open mess availability/non-availability endorsements are required.

Make sure the following are attached to your Travel Claim:

1. Original and two copies of your Travel Orders.
2. All reporting and detaching endorsements.
3. Original receipts for:

- Itemized lodging
- Rental car charges (including fuel).
- Remember: Collision Damage Waiver (CDW) is not reimbursable in CONUS, Hawaii, Alaska, Puerto Rico, and U.S. territories/possessions. It is reimbursable only in foreign countries. Personal accident insurance is also not reimbursable.
- All other items (except meals) in excess of \$25.00.

If you share lodging with other travelers also on TAD/TDY you may claim only your share of the cost. If lodging is shared with other persons not on TAD/TDY you may claim reimbursement only at the single room rate.

Make sure you itemize all reimbursable expenses. For example:

- Airport baggage handling charges (Indicate the number of bags. Civilians may claim only charges for U.S. Government Property).

- Taxi Fares (Make sure you indicate from where to where taxi was used).

- Official phone calls

- Bridge/highway tolls

- Necessary registration fees

List your complete itinerary on your claim showing:

- Mode of travel

- Reasons for stops

- Availability of Government

Quarters/Messing

- All return trips to your permanent duty station

If you are military and take leave in conjunction with your TAD travel and a leave control number (LCN) has been assigned by your servicing PSD, indicate the LCN in the block with the itinerary.

Finally:

- List your work phone no.

- Make sure you sign the claim form(s)

- DD-1351-2 Travel Voucher

- DD-1351-4 Dependents Travel Claim

By following the above guidelines you can ensure your claim will be processed expeditiously. If, however, your claim is returned for additional info make sure the transmittal letter remains attached to your claim when you resubmit it.

## **TAD TRANSPORTATION & TRAVEL CLAIM TIPS**

### **AIRLINE RESERVATIONS**

As soon as your itinerary and dates of travel are known, contact your activity travel office. Your requirements will then be submitted to the PSD Transportation section. You do not have to have your travel orders to make reservations. Reservation agents are available during the hours 0730-1600 on Monday - Friday. **DO NOT CALL COMMERCIAL AGENTS OR THE AIRLINE DIRECTLY!** This will only delay your ticketing.

Submit the original and three copies of your travel orders as far in advance as possible.

Seating assignments and boarding passes are also available through the PSD. Make your preferences known at the time you make reservations.

### **INDIVIDUAL AMERICAN EXPRESS CARDS**

Navy policy prohibits Navy-sponsored travelers on official business from using American Express cards to purchase official transportation when GTR procured transportation is available. GTR's are considered available 24 hours a day in the San Diego area. American Express cards may be used for car rentals, meals, hotel reservations and transportation costing less than \$100.

### **UNUSED AIRLINE TICKETS**

Unused airline tickets should be turned in immediately to the PSD transportation section. Any unused tickets after completion of TAD travel must be turned in with your travel claim.

### **EMERGENCY GTR/MTA SERVICE**

During normal working hours, emergencies will be handled by your servicing PSD. After working hours, emergencies will be handled by the duty section at PSD Naval Station

San Diego. Call AV: 526-4827 or COMM: (619) 556-4827 for assistance.

### **AIRLINE COMPENSATION TO TRAVELERS**

**Denied Boarding Compensation.** Any payment that you receive from the airline for its failure to provide you a confirmed reserved seat will be made payable to the United States Treasury and surrendered by you to the Disbursing Officer.

**Voluntarily Relinquishing Your Airline Seat.** These payments, due to overbookings, can be retained by you if you voluntarily give up your seat under the following conditions:

Surrendering the seat does not interfere with the performance of official travel.

Additional travel expenses incurred for another flight will be borne by the traveler.

If travel is delayed during official duty hours, you will be charged leave as appropriate.

### **FREQUENT FLYER PROGRAMS**

Cash discounts or free airline tickets received in connection with official travel must be turned in to the command's Transportation Officer. You may keep promotional items such as pens, pencils, calendars and free upgrades to "Premium Class." Reservations will not be made on an airline just for the purpose of accumulating mileage points.

### **NO FEE PASSPORTS**

A no-fee passport identifies the bearer as an official traveler. All personnel traveling overseas on official business to a country requiring such a passport and all command sponsored dependents must obtain a separate no-fee passport and visa requirements can be obtained from your servicing PSD.

## **FRAUD, WASTE, AND ABUSE DESK GUIDE**

### **THE FOLLOWING IS A LIST OF SOME OF THE ITEMS THAT SHOULD AROUSE SUSPICION:**

#### **LODGING RECEIPTS**

- HANDWRITTEN OR "DIME-STORE" VARIETY
- ROOM NUMBER OR NUMBER OF OCCUPANTS ERASED OR ALTERED
- DIFFERENT TYPE OF RECEIPTS FOR SAME MOTEL/HOTEL
- RECEIPTS FOR SAME MOTEL/HOTEL SHOW DIFFERENT DAILY RATES
- TWO OR MORE MEMBERS TRAVELING DURING SAME PERIOD TO SAME DESTINATION, AND SOME MEMBERS CLAIM THEY LOST THEIR RECEIPT

#### **OTHER RECEIPTS**

- AIRLINE TICKET SHOULD BE FOR SAME DATES AS ORDERED TRAVEL AND AS SHOWN ON ITINERARY
- GASOLINE RECEIPTS SHOULD SHOW PURCHASES IN AREA OF TAD/TDY AND DURING PERIOD VEHICLE WAS RENTED

#### **DEPENDENTS TRAVEL**

- HOUSEHOLD GOODS NOT SHIPPED
- OLD ADDRESS ON CLAIM DIFFERENT FROM WHAT'S SHOWN ON OLD PAGE 2

#### **TRAVEL TIME**

- POV SHOWN AS MODE OF TRAVEL, BUT DATES OF TRAVEL MORE CONSISTENT WITH TRAVEL VIA AIR
- POV WOULD APPEAR NOT TO HAVE BEEN READILY AVAILABLE, E.G., MEMBER ARRIVES AT PORT OF DEBARKATION FROM OVERSEAS

**THIS LIST IS NOT ALL INCLUSIVE AND IT SHOULD BE REMEMBERED THAT YOUR EXPERIENCE AS A TRAVEL EXAMINER IS THE MOST IMPORTANT RESOURCE IN ENSURING THAT THE FRAUD, WASTE, AND ABUSE PROGRAM IS EFFECTIVE.**



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From: Head Travel Voucher Section

To: Leave Control Desk

Subj: LEAVE IN CONNECTION WITH TAD ICO \_\_\_\_\_  
RANK/RATE NAME SSN

Encl: (1) Copy of TAD Orders with DD Form 1351

1. Charge \_\_\_\_ days leave ICO SNM. Leave dates from \_\_\_\_\_  
(Hour/Date)

to \_\_\_\_\_.  
(Hour/Date)

2. Upon completion of above action file in service record with  
copy of 3060. Provide copy of 3060 to originator.

\_\_\_\_\_  
Signature

TRAVEL CLAIM PROCESSING WORK FLOW CHART

